

## **How To Find Resources in Your Own Community If You Have Cancer**

If you have cancer or are undergoing cancer treatment, there are places in your community to turn to for help. There are many local organizations throughout the country that offer a variety of practical and support services to people with cancer. However, people often don't know about these services or are unable to find them. National cancer organizations can assist you in finding these resources, and there are a number of things you can do for yourself.

Whether you are looking for a support group, counseling, advice, financial assistance, transportation to and from treatment, or information about cancer, most neighborhood organizations, local health care providers, or area hospitals are a good place to start. Often, the hardest part of looking for help is knowing the right questions to ask.

### **What Kind of Help Can I Get?**

Until now, you probably never thought about the many issues and difficulties that arise with a diagnosis of cancer. There are support services to help you deal with almost any type of problem that might occur. The first step in finding the help you need is knowing what types of services are available. The following pages describe some of these services and how to find them.

## **Information on Cancer**

Most national cancer organizations provide a range of information services, including materials on different types of cancer, treatments, and treatment-related issues.

## **Counseling**

While some people are reluctant to seek counseling, studies show that having someone to talk to reduces stress and helps people both mentally and physically. Counseling can also provide emotional support to cancer patients and help them better understand their illness. Different types of counseling include individual, group, family, self-help (sometimes called peer counseling), bereavement, patient-to-patient, and sexuality.

## **Medical Treatment Decisions**

Often, people with cancer need to make complicated medical decisions. Many organizations provide hospital and physician referrals for second opinions and information on clinical trials (research studies with people), which may expand treatment options.

## **Prevention and Early Detection**

While cancer prevention may never be 100 percent effective, many things (such as quitting smoking and eating healthy foods) can greatly reduce a person's risk for developing cancer. Prevention services usually focus on smoking cessation and nutrition. Early detection services, which are designed to detect cancer when a person has no symptoms of disease, can include referrals for screening mammograms, Pap tests, or prostate exams.

## **Home Health Care**

Home health care assists patients who no longer need to stay in a hospital or nursing home, but still require professional medical help. Skilled nursing care, physical therapy, social work services, and nutrition counseling are all available at home.

## **Hospice Care**

Hospice is care focused on the special needs of terminally ill cancer patients. Sometimes called *palliative care*, it centers around providing comfort, controlling physical symptoms, and giving emotional support to patients who can no longer benefit from curative treatment. Hospice programs provide services in various settings, including the patient's home, hospice centers, hospitals, or skilled nursing facilities. Your doctor or social worker can provide a referral for these services.

## **Rehabilitation**

Rehabilitation services help people adjust to the effects of cancer and its treatment. Physical rehabilitation focuses on recovery from the physical effects of surgery or the side effects associated with chemotherapy. Occupational or vocational therapy helps people readjust to everyday routines, get back to work, or find employment.

## **Advocacy**

Advocacy is a general term that refers to promoting or protecting the rights and interests of a certain group, such as cancer patients. Advocacy groups may offer services to assist with legal, ethical, medical, employment, legislative, or insurance issues, among others. For instance,

if you feel your insurance company has not handled your claim fairly, you may want to advocate for a review of its decision.

### **Financial**

Having cancer can be a tremendous financial burden to cancer patients and their families. There are programs sponsored by the Government and nonprofit organizations to help cancer patients with problems related to medical billing, insurance coverage, and reimbursement issues. There are also sources for financial assistance, and ways to get help collecting entitlements from Medicaid, Medicare, and the Social Security Administration.

### **Housing/Lodging**

Some organizations provide lodging for the family of a patient undergoing treatment, especially if it is a child who is ill and the parents are required to accompany the child to treatment.

### **Children's Services**

A number of organizations provide services for children with cancer, including summer camps, make-a-wish programs, and help for parents seeking child care.

### **How To Find These Services**

Often, the services that people with cancer are looking for are right in their own neighborhood or city. The following is a list of places where you can begin your search for help.

- The hospital, clinic, or medical center where you see your doctor, received your diagnosis, or where you undergo treatment should be able to give you information. Your doctor or nurse may be able to tell you about your specific medical condition, pain management, rehabilitation services, home nursing, or hospice care.
- Most hospitals also have a social work, home care, or discharge planning department. This department may be able to help you find a support group, a nonprofit agency that helps people who have cancer, or the government agencies that oversee Social Security, Medicare, and Medicaid. While you are undergoing treatment, be sure to ask the hospital about transportation, practical assistance, or even temporary child care. Talk to a hospital financial counselor in the business office about developing a monthly payment plan if you need help with hospital expenses.
- The public library is an excellent source of information, as are patient libraries at many cancer centers. A librarian can help you find books and articles through a literature search.
- A local church, synagogue, YMCA or YWCA, or fraternal order may provide financial assistance, or may have volunteers who can help with transportation and home care. Catholic Charities, the United Way, or the American Red Cross may also operate local offices. Some of these organizations may provide home care, and the United Way's information and referral service can refer you to an agency that provides financial help. To find the United Way serving your community, visit their online directory at <http://www.unitedway.org> on the Internet or look in the White Pages of your local telephone book.
- Local or county government agencies may offer low-cost transportation (sometimes called para-transit) to individuals unable to use public transportation. Most states also have an Area Agency on Aging that offers low-cost services to people over 60. Your hospital or community social worker can direct you to government agencies for entitlements, including Social Security, state disability, Medicaid, income maintenance, and food stamps. (Keep in mind that most applications to entitlement programs take some time to process.) The Federal government also runs the Hill-Burton program (1-800-638-0742), which funds certain medical facilities and hospitals to provide cancer patients with free or low-cost care if they are in financial need.

### **Getting the Most From a Service: What To Ask**

No matter what type of help you are looking for, the only way to find resources to fit your needs is to ask the right questions. When you are calling an organization for information, it is

important to think about what questions you are going to ask before you call. Many people find it helpful to write out their questions in advance, and to take notes during the call. Another good tip is to ask the name of the person with whom you are speaking in case you have followup questions. Below are some of the questions you may want to consider if you are calling or visiting a new agency and want to learn about how they can help:

- How do I apply [for this service]?
- Are there eligibility requirements? What are they?
- Is there an application process? How long will it take? What information will I need to complete the application process? Will I need anything else to get the service?
- Do you have any other suggestions or ideas about where I can find help?

The most important thing to remember is that you will rarely receive help unless you ask for it. In fact, asking can be the hardest part of getting help. Don't be afraid or ashamed to ask for assistance. Cancer is a very difficult disease, but there are people and services that can ease your burdens and help you focus on your treatment and recovery.

*This fact sheet was adapted with permission from Cancer Care, Inc., a nonprofit social service agency whose mission is to help people with cancer and their families. Cancer Care's toll-free telephone number is 1-800-813-HOPE. The National Cancer Institute and Cancer Care, Inc., are in partnership to increase awareness of the psychosocial issues faced by cancer patients and to provide resources to cancer patients and their families.*

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### **Sources of National Cancer Institute Information**

#### **Cancer Information Service**

Toll-free: 1-800-4-CANCER (1-800-422-6237)

TTY (for deaf and hard of hearing callers): 1-800-332-8615

#### **NCI Online**

##### ***Internet***

Use <http://cancer.gov> to reach NCI's Web site.

##### ***CancerMail Service***

To obtain a contents list, send e-mail to [cancermail@cips.nci.nih.gov](mailto:cancermail@cips.nci.nih.gov) with the word "help" in the body of the message.

#### **CancerFax® fax on demand service**

Dial 1-800-624-2511 or 301-402-5874 and follow the voice-prompt instructions.

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